

RV SHRM Newsletter

April 2014



President's Corner

John Underwood, President

About one year ago I took a look at my business' future potential retirements. This was a simple demographic look ahead across all operations. I broke the results down by operation and sub-totaled by each of five years ahead. When I had a chance to consider the numbers, my jaw hit my chest! We would lose as many as 39% of our Supervisor/Manager/Professional level employees over the next five years! What was I going to do to make sure we had the talent to take our company forward over the next ten years?

The journey since has been full and fun. Suddenly, when I took a moment to breathe, earlier this week, I observe that we have the beginnings of a first class process to address this pending challenge. I would like a catchy title of some kind to simplify any references to it, to create that common organizational language that is understood by all. I am sincerely open to your recommendations. It's not just a "leadership development" process because what we are doing involves more than this. Here's a snap shot of the categories of actions we are taking:

- Partnering with Colleges/Universities to engage with future interns
- A robust skills development program for all 55+ leaders in our region
- Individual skill development as identified in performance evaluations or personal requests
- Manager level team building events (Patrick Lencioni style!)
- Region employee Breakfast Updates
- Compensation and "Currency" considerations (Dr. John Bowling's language!)
- Human Capital Planning Reviews (Similar to Capital Expenditure Reviews)
- Direct Hire Recruitment (the old fashioned way)

This "grand plan" was not intentional. That is to say, the bullet points above appear to be a well- designed plan, but, in fact, we simply started the work and then the "plan" was formed! As we stepped back to look, we saw what you see above. It's been an amazing journey. I'd love to share stories with you. **Lyndell Smothers, VP HR for Fire Mountain Gems, Guy Perrin, Center Point Leadership and I will present a panel discussion around this topic in November.** It will be a lively interaction with you.

If you have a recommendation for what to call this process, please tweet us:
[@SHRMROGUEVALLEY](https://twitter.com/SHRMROGUEVALLEY)

We would love to learn with you...

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Rogue Valley SHRM Chapter Presents:

Build It & They Will Stay— Secrets to Employee Engagement & Retention

Employee engagement is a major issue today as it impacts a company's earnings in so many ways; from lost productivity & intellectual capital to the additional time, effort and costly expense of hiring. Managing employee turnover is critical to aligning HR functions with the company's vision & goals. When total compensation packages are competitive with the local marketplace, this becomes a valuable intrinsic reward that helps to keep employees committed & engaged. Engaging & motivating valuable employees is achievable in any company. This workshop uses strategic level experiential activities to teach HR professionals' ways of creating a productive, engaging and committed workplace environment by:

- Analyzing current work environment for ways to create engagement
- Identifying methods to build loyalty and retain good employees
- Implementing ideas & action plans to increase engagement

Date: Thursday, April 17, 2014

Networking: 7:30 am to 8:00 am

Workshop Time: 8:00 am to 10:00 am

Presenter: Robin Thompson, MS

About the Presenter: Robin has leadership experience as Vice President of Development. She has owned Thompson Training & Keynote, Inc. for over 20 years and has a Master's Degree from the University of Utah. She is a qualified speaker, trainer, consultant and coach. She is a published author with a book about handling stress using work/life balance and also writes a blog about personal fulfillment. Robin teaches leadership courses as a faculty member at Lake Forest Graduate School of Management. Her successful programs use her leadership experience to help her clients achieve success in the workplace including several Fortune 500 companies.

Meeting Location: Smullin Health Education Center
2825 E. Barnett Road
Medford, OR 97501

Cost: \$10.00 per member / No charge for first time guests and students
\$15.00 for non-member

HRCI Credit: Approved for 1.5 General Credits

RSVP To: Tanya Haakinson thaakinson@sierrapine.com

Website: www.shmroguvalley.shm.org

PIECES TOGETHER

How health systems, physicians, employers and insurers can collaborate to improve quality and reduce healthcare costs



Facilitated by
Dr. Dennis Weaver
*Chief Medical Officer and
Executive Vice President
Southwind, a division of The Advisory Board*

Asante is pleased to bring a nationally recognized expert to Southern Oregon to share what is happening in other parts of the country and to discuss what can be done in our communities. Please join us for an open dialogue on this vital topic.

WEDNESDAY, APRIL 23—MEDFORD

Inn at the Commons, 200 N Riverside Ave.

- ① 7 to 8:30 a.m. *Continental breakfast provided*
- ② Noon to 1:30 p.m. *Lunch provided*
- ③ 6 to 7:30 p.m. *Dinner provided*

THURSDAY, APRIL 24—GRANTS PASS

Evergreen Federal Bank's Bear Hotel, 2101 NE Spaulding Ave.

- ④ Noon to 1:30 p.m. *Lunch provided*
- ⑤ 6 to 7:30 p.m. *Dinner provided*

RSVP to: Vonnie.Gilman@asante.org

Please indicate which of the five presentations you will attend.



REGISTER TO WIN

JUST FOR SHRM MEMBERS!

Every Society for Human Resource Management member who attends one of the "Putting the Pieces Together" presentations will receive a \$5 Human Bean gift card.

In addition, any SHRM member who assists with registering their Chief Executive Officer or Administrator for a session will be entered into a drawing to win a prize package that includes two tickets to a Summer 2014 Britt Festival concert and a \$100 Jacksonville Inn gift card.



Please register me for the following **PUTTING THE PIECES TOGETHER** program:

SHRM member name: _____

Title: _____

Company: _____

E-mail: _____ Phone: _____

Session #: _____

I also would like to register the following executive from my company:

Name: _____ Title: _____

Session #: _____

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- ⑤ 6 to 7:30 p.m. | Dinner provided

To be eligible for the prize package, mail completed form to:
Asante Physician Partners, c/o Tiffany York
2620 East Barnett Road, Suite H, Medford, OR 97504

Every SHRM member who attends a session will receive a \$5 Human Bean gift card. Grand prize drawing will be held on Friday, April 25. To be eligible, SHRM member's executive must attend one of the five sessions.



SHRM – Rogue Valley Chapter Presents:

May Legal Seminar by Stoel Rives

Please join the SHRM - Rogue Valley Chapter for our annual May Legal Seminar presented by the attorneys of Stoel Rives LLC, a highly regarded Portland based law firm. Presentations will be on Workplace Investigations, Family Leave and Leave as a Reasonable Accommodation, New Developments in Labor and Employment Law, Wage and Hour Laws, and Harassment/Discrimination. This full day seminar includes lunch.

Date: Thursday, May, 15, 2014

Networking: 8:00 am to 8:30 am

Seminar Time: 8:30 am to 4:30 pm

Presenters: Stoel Rives Attorneys-at-Law: Brenda Baumgart, Karen O'Connor, Todd Hanchett, John Dudrey, Melissa Healy and Ed Piper

Sessions:

Hot Topics: New Developments in Labor and Employment Law - Todd Hanchett

Explore what is new in the world of employment law. We will review updates to case law, labor law changes, and employee privacy updates.

Workplace Investigations - Brenda Baumgart

Investigations conducted properly will allow employers to make reasoned and appropriate business decisions that resolve the initial dispute and/or provide a solid defense if the matter ultimately ends up in litigation. This session will provide guidelines for employers to help them conduct thorough, effective and credible investigations. Topics covered include planning and conducting investigations, documentation, how to build credibility, and practical pointers.

Wage & Hour - John Dudrey

Navigating the maze of wage and hour laws can often leave even the most experienced human resource professionals confused. We will help guide you through the maze and cover topics including exempt vs. non-exempt employees, FLSA requirements and documentation.

Family Leave and Leave as a Reasonable Accommodation - Karen O'Connor

After more than 20 years as law, ADA, FMLA and OFLA basics are familiar to most employers. This session will focus on the inter-relationships between OFLA, FMLA, and ADA; challenges of intermittent, extended and retroactive leaves; the impact the ADAAA has had on leave and job protection as a reasonable accommodation; and updates on OFLA/FMLA regulations and forms.

Harassment/Discrimination - Melissa Healy/Ed Piper

Do you want to build and maintain a healthy work environment? In this session we'll discuss the basics of what constitutes unlawful harassment, discrimination, and retaliation, and provide attendees with the tools to handle real-life scenarios that arise in almost every workplace.

Seminar Location: Smullin Health Education Center
2825 E. Barnett Road, Medford, OR 97501

Cost (Includes Lunch): Register by May 8th: \$75.00 Members / \$85.00 Non-Members / \$25.00 Students
Register after May 8th: \$85.00 Members / \$95.00 Non-Members / \$25.00 Students

HRCI Credit: HRCI Credits are pending

Registration: Fax or Email Registration Form to (541) 842-5135, thaakinson@sierrapine.com

Website: www.shmroguvalley.shrm.org

SHRM – Rogue Valley Chapter

MAY LEGAL SEMINAR REGISTRATION FORM

Date: Thursday, May 15, 2014

Time: 8:00 am to 8:30 am ~ Networking and Registration
8:30 am to 4:30 pm ~ Program with Lunch from Mucho Gusto

Location: Smullin Health Education Center
2825 E. Barnett Road, Medford, OR 97501



Cost: \$85.00 for SHRM Members / \$95.00 for Non-members / \$25.00 for Students (with valid ID)

- Discounted price if you register and pay by Thursday, May 8, 2014
- \$75.00 for SHRM Members / \$85.00 for Non-members

Name: _____ Company: _____

Email: _____ Phone: _____

SHRM member \$85 / \$75 for early registration Non-member \$95 / \$85 for early registration Student \$25

Additional attendees

Name: _____ Company: _____

SHRM member \$85 / \$75 for early registration Non-member \$95 / \$85 for early registration Student \$25

Name: _____ Company: _____

SHRM member \$85 / \$75 for early registration Non-member \$95 / \$85 for early registration Student \$25

Name: _____ Company: _____

SHRM member \$85 / \$75 for early registration Non-member \$95 / \$85 for early registration Student \$25

Name: _____ Company: _____

SHRM member \$85 / \$75 for early registration Non-member \$95 / \$85 for early registration Student \$25

Fax form in advance to (541) 842-5135 or email thaakinson@sierrapine.com

Mail payment to • SHRM – Rogue Valley Chapter • P.O. Box 1501 • Medford, OR 97501

- Visit our website for more information www.shrmroquevalley.shrm.org
- For questions, contact Tanya Haakinson (541) 773-2522 x5228 or email thaakinson@sierrapine.com

SHRM 2014 ANNUAL CONFERENCE & EXPOSITION ORLANDO

ORANGE COUNTY CONVENTION CENTER | JUNE 22-25, 2014

SHRM 2014 Annual Conference & Exposition

The SHRM Annual Conference & Exposition provides you with the foundation you need to launch your journey towards transformation.

In Orlando, you'll get the comprehensive education and discover the practical guidance you need to move forward with confidence.

You'll hear new ideas, get solutions to your challenges, expand your network, and grow your influence. You'll return to your office ready to explore new strategies, improved skills and enhanced perspectives.



REGISTRATION NOW OPEN

Register early to save! Registration is now open for the 2014 conference in Orlando.

REGISTER NOW at <http://annual.shrm.org/>



HOUSING NOW OPEN

Make your housing reservations for Orlando now using our official bureau, Wyndham Jade.

RESERVE NOW at <http://annual.shrm.org/>



GET A HEAD START

Supplement your learning with one of our exceptional Preconference Programs.

VIEW THE SESSION LIST at <http://annual.shrm.org/>



THE SHRM EXPOSITION

The SHRM Exposition is the largest HR solutions marketplace in the world.

VISIT THE EXPO at <http://annual.shrm.org/>

SHRM annual conference and exposition



Orlando
JUNE 22-25, 2014

Preferred Method—Online:
For immediate processing, register at annual.shrm.org

Fax: +1.703.535.6490
Please allow 5-7 business days for processing.
Phone: +1.800.283.7476, option #3
+1.703.548.3440 (Int'l)

Mail: SHRM
P.O. Box 79482
Baltimore, MD 21279-0492
USA
Please allow 4-6 weeks for processing.

PRINT CLEARLY. Use one form for each registrant.

SHRM MEMBER NUMBER _____
Name _____
LAST FIRST MI.
Name for Badge _____
Business Number (_____) _____
E-mail Address _____
PRINT CLEARLY

Job Title _____
Business/Company _____
Street Address _____
City _____ State/Province _____ ZIP _____
Country _____
Is this your home or business address? The address listed above will be encoded in your bar code.

Conference Registration

	Member	Nonmember
Early Bird 02.15-04.10	\$1,430	\$1,860
Standard 04.19-05.30	\$1,545	\$1,975
Late After 05.30	\$1,660	\$2,110

Join SHRM now and save \$15 on your membership! Select Membership in the Additional Add Ons section.

Register for the Annual Conference Only
The registration fee includes general sessions and luncheons, admission to the SHRM Exposition, concurrent sessions, one ticket to the Tuesday night show, and online access to conference presentations. \$ _____

OR

One Day Rates

	Mon.	Tues.	Wed.
Member	\$680	\$680	\$630
Nonmember	\$955	\$955	\$905

Day(s) _____
Includes daytime activities and Expo Hall pass only. \$ _____

OR

SHRM Exposition Only

Included in full day registrations and preconference programs. Rate includes access to the Exposition Hall for all three days. \$95 (Sunday-Tuesday) \$ _____

Prices are subject to change.

Cancellation Policy

A cancellation must be in writing and faxed to 703.535.6490 or submitted to www.shrm.org/accesearch.

Fifty percent (50%) of the registration fee will be refunded for cancellations received from January 1 through April 18, 2014.

Cancellations received after April 18, 2014, are nonrefundable.

If a SHRM member transfers his or her registration to a non-member, the nonmember must pay the difference of the SHRM member and nonmember price at the time of the transfer.

No, I do not want to receive additional SHRM Annual Conference related mailings from exhibitors and sponsors.

Program Add Ons

Please Note: Program times may overlap with other programs, session times or conference activities. Prices include the program and the full conference. For session titles and numbers, please visit annual.shrm.org

SUPER SUNDAY SESSIONS

Session # _____ \$ _____
(code is required)

PRECONFERENCE WORKSHOPS

Buy two 1-day workshops and save! Register for 2 workshops and pay the 2-day workshop price.

	<input type="checkbox"/> 1-Day/Workshop	<input type="checkbox"/> 2-Day/Workshop
Member	Reg Fee + \$360	Reg Fee + \$605
Nonmember	Reg Fee + \$655	Reg Fee + \$900

Session # (s) _____ \$ _____

SEMINARS & CERTIFICATION PREPARATION

	<input type="checkbox"/> 1-2 & 3 Day Seminar	<input type="checkbox"/> 4-Day Seminar
Member	\$225	\$275
Nonmember	\$240	\$280

Title _____ \$ _____

EXECUTIVE EDUCATION

Member	\$295
Nonmember	\$300

Title _____ \$ _____

Rates increase after April 1st!

Additional Add Ons

MEMBERSHIP \$85 \$170

Join now and save \$15 and receive the \$ _____ member rate for conference registration.

CONFERENCE ON DEMAND

Please Note: On Demand purchases are nonrefundable.

	3 Months online access	6 Months online access
<input type="checkbox"/> Member	\$295	\$395
<input type="checkbox"/> Nonmember	\$560	\$660

GUEST PROGRAM: Our Guest Program registration includes the Sunday Opening General Session, Opening Reception and Exposition Hall (Sunday only), a ticket to the Tuesday Night Show, and the Closing General Session on Wednesday. It does not include networking events, tours or access to the concurrent sessions.

First _____ Last _____
Number of Guests _____ x \$225 = \$ _____

TUESDAY NIGHT SHOW: One ticket is included in the conference registration fee. Additional tickets are \$90.
Number of additional tickets _____ = \$ _____

Total from All Sections Due \$ _____

PAYMENT INFORMATION

I authorize SHRM to charge my: AMEX VISA MasterCard

Card# _____ Exp. Date _____

Signature _____

NAME AS IT APPEARS ON CREDIT CARD BILL

Cardholder's Daytime Phone Number _____

ACCOUNTING USE ONLY	Date _____	Co. Chk. # _____	Chpt. Chk. # _____
	Am't _____	Pers. Chk. # _____	My Order # _____
			Source: ANNMWEB

Aging and Disability Resource Connection: Resources are available for seniors, people with disabilities, their families and caregivers

Human resource professionals are often faced with home-life issues of staff as well as workplace matters. You or supervisors at your company may have heard comments such as these:

- I am worried about my elderly mom, who lives with us. She used to be ok at home while I was at work but now she wanders away from the house or leaves the stove on.
- My dad lives alone and hasn't been eating good meals.
- My husband used to be so sweet-tempered, but his dementia has gotten worse.
- I am exhausted caring for my developmentally disabled son while working full-time.
- My neighbor fell and broke her hip, and I'm not sure it's safe for her to stay at home.
- I think my mom's caregiver is stealing from her.
- I wish I could control my heart disease better—I'm afraid to do anything strenuous.

There is now a simple way to determine if employees or their family members can benefit from programs provided by Senior and Disability Services, a non-profit agency that has served the needs of the aging and disabled in Jackson and Josephine Counties for over thirty years. We provide a range of services including:

- information and assistance
- home-delivered meals,
- caregiver support,
- elder abuse and fraud prevention,
- access to in-home care services, and
- living well with chronic health conditions.

The access point for these services is SDS's newly launched Aging and Disability Resource Connection (ADRC), a one-stop source of information and assistance that *anyone* can access, either on their own behalf or on behalf of another. Our approach is collaborative, working with individuals and family members on joint problem-solving to address their needs.

We are seeking to increase the visibility of the Aging and Disability Resource Connection (ADRC) so that those who need help can get it. Accordingly we are reaching out to companies and community organizations for opportunities to get the word out through brochures, short newsletter articles, meetings with key staff, or presentations to larger groups. If you would like more information about the ADRC, or are interested in a 1:1 meeting or presentation, please contact Susan Miler at samiler17@gmail.com or by phone (cell) 301-452-4440.

Senior and Disability Services (SDS) promotes the dignity, quality of life, and self-determination of people in the Rogue Valley as they age or experience disabilities. SDS is part of the Rogue Valley Council of Governments, a voluntary association of governments in Jackson and Josephine Counties. SDS is located at 155 North 1st Street, PO Box 3275, Central Point, OR 97502. Phone: 541-664-6674



Family Caregivers Need Support

"Oh boy, here we go again." Co-workers can't help but overhear the phone conversation an employee is having with a doctor's office about her elderly mother, who lives with her family. "Yes, I know she needs to come in tomorrow for blood work, but I've already taken time off and I can't be late to work in the morning." It's always one thing or another—time off for doctor appointments, crises when her mom wanders off from the house, or early school dismissal days. You want to be fair, but you and other employees are starting to feel that this employee's home life is putting a burden on everyone else in the office.

This situation is all too common—this worker is a member of the sandwich generation, with responsibilities for both aging parents and young children. Although she might not label herself as such, she is a caregiver, who faces significant pressures at home and in the workplace.

In Jackson and Josephine counties, there are nearly 29,000 family caregivers who contribute their time, and often their financial resources, to provide home care to an older family member. National statistics indicate that the average spent annually by a caregiver on a member living with them is \$5,885, and for a relative living nearby, is \$4,570. If family caregivers were unable to provide their time and support, there would be a huge impact on the cost of health care in the United States. According to an AARP Public Policy Institute study, "family caregivers provided the equivalent of \$450 billion worth of care to their adult parents and other loved ones in 2009, an amount that makes caregivers one of the largest and most overlooked pillars of the U.S. health care system."

We all strive to provide loving care to our family members of any age. But conflicting demands and pressures often become intense, leading to deteriorating health and emotional burn-out for the caregiver, which ultimately reduce the capacity for giving care.

Fortunately, in the Rogue Valley help is available in the form of classes and support sponsored by Senior and Disability Services at the Rogue Valley Council of Governments. The overburdened caregiver may wail, "I can't do one additional thing! How can I get time to go to a class?" Yet those who have participated in these support activities believe it has greatly improved their ability to manage their responsibilities while providing coping skills and recognition of the challenges they face. One participant says, "After taking this class I am a more confident caregiver! Having tools to resolve problems is a definite advantage in becoming a better caregiver and a happier, wiser, healthier me ... and a healthier 'us'!"

If you are aware of a co-worker, family member or friend who could benefit from caregiver support, urge them to contact Carol Terry at Senior and Disability Services: 541-471-2863.

["Valuing the Invaluable: The Growing Contributions and Costs of Family Caregiving, 2011 Update."](#) AARP Public Policy Institute, 2011



Window into Workplace Diversity and Inclusion Issues 2014

What D&I issues are you grappling with?

~ by Patricia (Trish) Forde, SPHR, GPHR

Since I became the Diversity Director on the Rogue Valley Chapter Board this year, I have begun to make a concerted effort to become more aware of the diversity and inclusion (D&I) issues in our own little corner of Southern Oregon. With that goal in mind, I will be posting updates in the chapter newsletter from time to time, addressing the top D&I issues that are becoming trends and topics of interest for our HR colleagues worldwide. The following list of 12 issues have been identified by SHRM's special expertise panels aligned at SHRM headquarters to be the top issues of 2014:

1. Expansion of Americans with Disabilities Act Amendments Act (ADAAA) continues to add complexity to accommodation issues.
2. Globalization increases the need for cultural competence.
3. Technology advances and innovation leave skills gaps and continue to keep CEOs up at night.
4. Women's participation in the global workforce is increasing and tends to be the main focus of D&I efforts worldwide. However, women still lag behind men in equal pay for same jobs, in representation in senior/executive/board levels, and in the science, technology, engineering and math (STEM) fields.
5. Social media is still a growing concern in recruiting efforts relative to the biases associated with candidates' profiles. A large number of companies don't have a social media policy, and they are still grappling with how to balance social media with expanding their employer plant, appeal to Generation Y, and maintain transparency and company confidentiality.
6. The expansion of affinity groups to employer networks or business resource groups has grown beyond race and gender to include religion, disability, hobbies, causes, etc.

7. There is an increased conversation and focus on LGBT issues and benefits.
8. A fifth generation on the horizon will add to the conflicts and challenges currently presented with four generations in the workplace (communication, work styles/preferences, development/growth, etc.).
9. White males are feeling excluded from the diversity and inclusion conversation and believe that these efforts leave them experiencing reverse discrimination and being marginalized.
10. With more Traditionalists and Baby Boomers staying in the workforce longer than anticipated, companies are faced with issues associated with an aging workforce: phased retirement, knowledge management (capture and transfer), disabilities, increased medical costs, and engagement.
11. Workplace flexibility is a growing business strategy for companies that want to attract and retain a more diverse, virtual and global workforce.
12. Lack of education/vocational training leaves gaps in careers such as electricians, plumbers, carpenters and other professions that computers cannot replace.
13. With the increase in religious identities, as well as those who are now identifying as “none” (meaning they don’t identify with any organized religious group and include atheists, agnostics, etc.), organizations must find ways to address the tensions, conflicts and accommodations necessary to be more inclusive and accepting of differences.

I would be interested to know if you are dealing with any particular D&I issues in your workplace and would like to bring the topic to attention to receive advice and/or comments from your HR colleagues in future newsletters in the D&I column. You can accomplish this by emailing me directly (pforde@hersheys.com).

If you would like your question/comment to be posted anonymously, I will gladly protect your identity and post your question/comment in next month’s newsletter for responses from your HR colleagues.